



South Eastern Community Connect Position Description

Position Title:	Family and Community Worker
Status:	Full-Time Fixed Term Contract
Responsible To:	Board of Directors / Chief Executive Officer/ The Hub Manager
Reports To:	The Hub Manager
Direct Reports:	0

Position Purpose

To contribute to the operational objectives of the workplace work collaboratively in a team environment across the Randwick, City of Sydney, Waverly, Woollahra and Bayside LGA's to create outcomes in accordance with the Targeted Earlier Intervention Program priority areas across multiple work sites. Facilitate education and skills information sessions as well as providing direct care service to families, children, and youth or community members in response to their individual needs as they arise.

Performance Indicators

- Program development (sustainability)
- Number of programs
- Number of program participants
- Number of cases
- Client outcomes
- Records maintenance
- Compliance with regulatory requirements / service specifications
- External networking
- Team Performance
- Innovation in service/program delivery

Key Accountabilities

Service Management

- Provide direct service for families, children, and youth and community members. This may include case management, home visiting, social support and education; and other duties as directed by the Hub Manager.
- Provide leadership, support, mentoring and high level support for families, children, and youth and community members that promote holistic child development and family cohesion.
- Engage and support community members of different ages and stages of development and meet their needs.
- Engage and support families, children, and youth and community members with additional needs including people from culturally and linguistically diverse backgrounds, people with disabilities, Aboriginal and Torres Strait Islanders and meet their diverse needs.
- Design, develop and deliver new innovative programs for SECC through a variety of instructional platforms targeting our priority groups in the community including, children, young people and families.
- Coordinate and facilitate the delivery of programs, and monthly education and skills information sessions.
- Effectively provide and maintain equipment, facilities and resources at all times
- Maintain client records and collect data as appropriate.
- To develop, coordinate, facilitate and participate in community events and festivals to inform, engage and resource individuals within the community in line with sector and funding priority areas across multiple work sites.
- To provide information, referral and other resources to the local community in order to build connections with appropriate services, support, and social networks and volunteering organisations.
- To collect and collate statistics, data and other information needed to meet reporting requirements and responsibilities.

Service Development & Evaluation

- To assist in the review of existing programs and development of new programs in response to changing needs within the community.
- To partner with other organisations, community leaders and other networks, in consultation with SECC management, in order to develop and support collaborative partnerships in service delivery in line with SECC strategic plan and to meet identified gaps in service provision for the community.
- To source appropriate funding/grants to support service/program development and expansion
- In conjunction with other staff and volunteers ensure programs and activities are conducted to the highest standards and in accordance with policies and procedures
- To Utilise Personal skills and experience to contribute towards professional development of the team.

- To utilise computer skills and knowledge to develop and produce promotional material or promotional strategies which supports the delivery of community programs.
- To evaluate all programs, events and services delivered in order to utilise feedback and data and implement quality improvement practices across all.

Children, Family, Youth, Community Development and Capacity Building

- Contribute towards the development and deliver on a yearly calendar of community capacity building activities and programs in collaboration with other SECC workers across the Randwick, City of Sydney, Waverly, Woollahra and Bayside LGA's.
- To consult, liaise, network and interact with other service providers, community groups / organisations and government departments across the region.
- To assist in raising, enhancing and promoting the profile of South Eastern Community Connect in the local community and awareness of all SECC programs and services across the organisation.
- To empower individuals/communities to actively participate in and lead local community activities and initiatives.
- To develop and facilitate early intervention community group work activities, programs and initiatives which increase local knowledge, skills or strengths in line with funding requirements and priority areas as well as the SECC Strategic Plan.
- Contribute to the development and implementation of an annual operating plan for the Hub.

Human Resources – Volunteers and Students

- To work independently and be part of a team
- Contribute to the performance, values and capabilities of the team across the organisation
- To support and supervise students and volunteers appropriate to the provision of services

Accountability and Responsibility

- To collect service statistics as required by the management and provide monthly reports on program development.
- To ensure programs and services are delivered in a timely manner in accordance with funding contracts.

General Duties and Responsibilities

- To ensure that administration tasks are completed as directed.
- Undertake other duties within the scope of this role as directed
- Attend and participate in staff meetings, planning meetings and training and development activities
- Uphold privacy and confidentiality in relation to clients
- Comply with all workplace health and safety policies and procedures and cooperate with SECC in ensuring health and safety of self and others
- To ensure all other SECC policy and procedures are implemented and contribute to reviewing these as required.